

**ANALISA KEBUTUHAN TENAGA KERJA DI BAGIAN PENDAFTARAN
RAWAT INAP DAN GAWAT DARURAT BERDASARKAN BEBAN
KERJA DI RSUD DR. H. SOEWONDO KENDAL PADA TAHUN 2017**

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ABSTRAK

Berdasarkan survei awal jumlah petugas pendaftaran rawat inap dan gawat darurat ada 5 petugas. Petugas pendaftaran melayani pendaftaran pasien dibagi menjadi 3 shift yaitu pagi, siang dan malam. Pelayanan pendaftaran pasien lambat dan antrian pasien cukup panjang. Penelitian ini bertujuan untuk mengetahui beban kerja dan kebutuhan petugas pendaftaran rawat inap dan gawat darurat di RSUD dr. H. Soewondo Kendal. Penelitian ini menggunakan jenis penelitian deskriptif dengan metode observasi dan wawancara. Subjek penelitian ini adalah 5 petugas pendaftaran rawat inap dan gawat darurat. Objek penelitian ini adalah pasien rawat inap dan gawat darurat. Hasil pengamatan di RSUD dr. H. Soewondo Kendal menunjukkan, petugas sudah melakukan tugas sesuai dengan deskripsi pekerjaan. Waktu kerja tersedia petugas pendaftaran rawat inap dan gawat darurat adalah 2664 jam. Kuantitas kegiatan pokok tahun 2017 petugas pendaftaran rawat inap 23310 pasien pertahun, petugas pendaftaran gawat darurat 20313 pasien pertahun. Standar beban kerja petugas pendaftaran rawat inap 21956 pasien pertahun, petugas pendaftaran gawat darurat 39467 pasien pertahun. Berdasarkan metode WISN, kebutuhan petugas pendaftaran rawat inap dan gawat darurat adalah 9 petugas, Rumah Sakit perlu menambah 4 petugas sehingga pelayanan pendaftaran rawat inap dan gawat darurat dapat berjalan lancar.

Kata Kunci : Petugas pendaftaran rawat inap dan gawat darurat, beban kerja, WISN

**STAFF NEEDS ANALYSIS IN INPATIENT AND EMERGENCY
ADMISSIONS CENTRE BASED ON WORKLOAD AT RSUD DR. H.
SOEWONDO KENDAL IN THE YEAR 2017**

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ABSTRACT

Based on preliminary survey the number of inpatient and emergency admissions officers was 5 officers. The registration officer served patient registration divided into 3 shifts ie morning, afternoon and evening. Patient registration service was slow and patient queue was long enough. This study aimed to determine workload and needs of inpatients and emergency admissions officer in RSUD dr. H. Soewondo Kendal. This study used descriptive study with observation and interview method. Subjects of this study were 5 inpatient and emergency admission officers. Object of study was inpatients and emergency patients. The observation results at RSUD dr. H. Soewondo Kendal indicates that officers had been performed their task in accordance with job description. Available working time of inpatient and emergency admissions officer was 2.664 hours. Quantity of work activities inpatient admissions officers was 23.310 patients per year and emergency admission officer was 20.313 patients per year in 2017. Standard workload of inpatient admissions officer was 21.956 patients per year and emergency admission officer was 39.467 patients per year. Based on WISN method, The needs for inpatient and emergency admission officers was 9 officers, Hospital need to add 4 officers so that inpatient and emergency admissions services can be run smoothly.

Keyword : Inpatient and emergency admission, workload, WISN